

**Resident Scrutiny Panel - Action Plan (Empty Property Management Policy)**

Recommendation number (refers to RSP Report)	Action to be Taken	Completed
A2 & B2	Give written guarantees to prospective tenants viewing a void (where repairs are still outstanding), that those itemised repairs will be carried out.	January 2015
	A further question added to 'new tenant satisfaction form' asking if the property met the void standard and that repairs were carried out etc.	January 2015
A3	Pilot a number of voids with a view to internal painting or Decoration Allowance and monitor re-let times.	January 2015
B4, B5, B7 & C4	Add questions about this to the New Tenancy Satisfaction Survey	January 2015
	Ensure that void works contractors are undertaking the work properly; continue with regular meetings with contractors and monitoring of performance.	Ongoing
A5 & B3	Develop a group of inspectors who can inspect issues like grounds maintenance, repairs, planned maintenance and empty properties.	Due June 2015 but delayed. 3 recruited for grounds maintenance pilot and report going to September CSC.
A6	Find methods to ensure that new tenant satisfaction surveys are carried out and are consistent, introducing more checks and report back to CSC. Not just on KPIs, but on quality of service delivery.	Implemented in 2015. First wave of results to be reported to CSC in September.

<b>Recommendation</b>	<b>Action to be Taken</b>	<b>Completed</b>
C1 & C2	Review tenancy introduction packs, then welcome packs. Are they good Value for Money and consistent? Should they continue?	Introduction packs retained but welcome packs discontinued – December 2014
C3, C5 & C6	Post new tenancy surveys, including forms, telephone and texting surveys	September 2014
A1	Staff targets and organisational targets are necessary; assurances given that staff targets do not compromise void letting times.	Ongoing
A4	Customer Services Team (and other staff and departments) to quantify and update customer details as an on-going part of the day to day service.	Ongoing
	Regular reviews to monitor the updating of information on tenants, making sure these checks are carried out particularly in schemes where there are no resident scheme officers. Provide a reminder to staff; look at a comprehensive review of this service.	September 2014 – will be repeated annually.
B6	Recycling furniture or carpets left in empty properties already happens when possible. Staff reminded to adopt this approach.	Ongoing
B6	Explore membership of a furniture exchange scheme, for the future.	April 2016
C7	We already have a method for monitoring these contractors.	Ongoing
p.15 – Areas for improvement	Improve the website “Applying for a Home” section.	Some progress made in December 2014 but more planned.
	Two Castles is restricted on changes to the Choice Based Lettings (CBL) website, but will try to influence change at CBL group meetings.	Ongoing